



Objectives:

- to provide a mechanism for Dryden employees to resolve center wide issues that relate to concerns of morale, efficiency, and productivity
- to improve Dryden employees performance through increased awareness and communication of Dryden culture

Electronically Approved by:
Associate Director

Critical Issues Website address is as follows:

<http://xnet.dfrc.nasa.gov/CriticalIssues/>

Note 1

Concerns may be voiced in one of the following ways:

- surveys
- e-mail
- telephone call
- walk-in

Membership may consist of:

- Program Manager, selected through a Center Professional Development Program (PDP) and approved by the Center Director on a career broadening rotation.
- Associate Director
- Employees who have demonstrated an interest in the goals and objectives of the CI program (volunteers).

Note 2

The Critical Issues Program Manager and the Associate Director meet to discuss issues and determine whether the CI team should work on them. Status of open issues is also discussed.

Note 3

Depending on resources (volunteers) and the number of issues being addressed, responsibilities may be allocated to more than one Critical Issues Implementation Team member.

The fact finding activity may be done during the meeting or after the meeting is adjourned and the oral report may be given at the next scheduled meeting.

Program Managers take responsibility for issues that can be resolved in a week or less.

Note 4

An Independent Consultant is present at all meetings and tracks new, old, and closed issues. The status is recorded in the meeting minutes.

DOCUMENT HISTORY PAGE

This page is for informational purposes and does
not need to be retained with the document.

<u>DATE APPROVED</u>	<u>ISSUE</u>	<u>PAGE</u>	<u>AMENDMENT DETAILS</u>
<u>1/13/99</u>	<u>Baseline</u>		
<u>4/8/99</u>	<u>Rev A</u>	<u>All</u>	<u>Changed Title. Major modification to "Critical Issues Program Manager" and "Critical Issues Implementation Team (CIIT)". Added "Associate Director" responsibilities on page 1. Modified Note 1 and added Notes 2 & 3 on page 1. Changed signature block from "Approved" to "Electronically Approved by" on page 1.</u>
<u>See IDMS Document Master List</u>	<u>Rev B</u>	<u>All</u>	<u>Entire document modified and links added.</u>